

Your garden waste collection – Terms and conditions

01 April 2025 – 31 March 2026

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Contents

| | |
|---|---|
| Contents | 2 |
| Your garden waste subscription details | 3 |
| Subscription pricing | 3 |
| Your garden waste bin | 4 |
| Items that cannot go in the garden waste bin..... | 4 |
| Items that can go in the garden waste bin..... | 4 |
| Your garden waste service questions | 5 |

Your garden waste subscription details

Thank you for subscribing, we look forward to providing you with your fortnightly garden waste collection service.

We believe that garden waste is one of the easiest things to recycle. The new Westmorland and Furness Authority will provide you with an affordable and convenient way to dispose of your garden waste throughout the year.

The information regarding individual subscriptions will be automated as much as possible with our vehicles now fitted with in-cab technology to identify which bins are being presented throughout the year. We also have digital recording systems and CCTV cameras mounted on vehicles to monitor the service.

Subscription pricing

The subscription year will run from 1st April 2025 to 31st March 2026.

The price for this service will be different if booked via the internet or over the phone. This price will be the set amount payable during this period even if you join midway through the subscription year.

The following table shows the pricing structure for 2025 – 2026:

| Platform | Price |
|-------------|-------|
| Online form | £51 |
| Telephone | £53 |

Your garden waste bin

Everything we collect is recycled so it's important to only place compostable material in your bin.

Items that cannot go in the garden waste bin

The following items should not be placed in the garden waste bin:

- bin liners – including compostable liners
- food waste – including fruit and vegetable peelings
- paper or cardboard
- shredded paper
- soil, turf or rubble
- pet bedding

Items that can go in the garden waste bin

The following items can be placed in the garden waste bin:

- leaves
- grass
- weeds
- small branches
- dead plants and flowers
- twigs and tree prunings

How your bin should be presented

All garden waste should be placed in your brown wheelie bin outside the boundary of your property as we cannot enter without prior permission (see section on assisted collections). You should place the bin somewhere where it will not cause an obstruction to the pavement or highway unless you have agreed otherwise with us.

The bin should be brought within your boundary as soon as possible after it has been emptied.

Please have your bin ready for collection before **7:00am** on your collection day. If your bin is not presented when our vehicle arrives, the crew will not return, and the bin will be emptied on the next scheduled collection day.

All our vehicles are fitted with a data recording device to help us to provide the best possible service.

Your garden waste service questions

Will this service continue throughout the year?

Our service is a fortnightly collection (this includes Bank Holidays). However, there will be no collections for two weeks during the Christmas and New Year holiday period. The dates of suspension will be published on our [Westmorland and Furness council website](https://www.westmorlandandfurness.gov.uk).

What if I move house?

We can transfer the service to your new address if you move house during the subscription year. Inform us of the move by getting in contact with us and we will let you know if there is a change to your collection day. You can take the brown bin to your new address for minimal disruption to your service.

To contact us, please send an email to waste-barrow@westmorlandandfurness.gov.uk.

What if I no longer want or need the garden waste collection service?

You should contact us to let us know. Unfortunately, we are unable to issue a refund part-way through the year. Please advise us if you no longer need the bin and we'll be happy to remove it.

Is there anything else I need to know?

All garden waste should be contained within the bin provided. The bin lids must be fully closed. We reserve the right not to empty a bin if it is severely overloaded, as this may cause damage to the bins and our vehicles whilst the bin is being emptied. Garden waste that has been compacted inside the bin or is too heavy cannot be collected. We will only empty brown garden waste bins issued by us. In addition, any waste placed at the side of the bin or on top of the bin will not be collected unless otherwise agreed.

If there is evidence of misuse of the service or the garden waste bin by residents, we reserve the right to cancel the service. The garden waste bin must only be used to collect garden waste from your property.

All bins remain the property of the Council. We reserve the right to remove any bin from a property if payment is not received for the subscription year or the resident does not comply with the requirements set out in this information sheet.

In winter, low temperatures may cause garden waste to freeze inside the bin. If this happens, we may not be able to collect your garden waste.

What should I do if my bin is not emptied on the collection date?

If collections are missed due to circumstances beyond our control, we will make every effort to reschedule the collection as soon as possible.

Unfortunately, we cannot issue a refund for missing a collection or if we are unable to empty the bin.

I cannot manage to wheel my bin out. Is there any help available?

If you have an assisted collection service that is already in place for your refuse and recycling bins, it can easily be arranged for the garden waste bin as well.

If you have any queries about an assisted collection service, please call us on 01229 876500 (option 1).